

## Transcript: Estefania

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### Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi. Yes, ma'am. Can you hear me okay? Yes, ma'am. Okay. My name's Carly Rabid, and I am calling... I'm, I'm sitting beside Harley Evans too. We work through Crown Staffing. And I got told by a woman that does our hours, and stuff, and everything, she said that we have insurance, and she gave me this number for us to cancel the insurance and so we could get our money back. So, I need to- Oh. ... cancel this insurance, and so does Harley Evans. So we don't do refunds, but I can cancel it. But we don't do reimbursements. I got told that we would. Yeah, unfortunately, we don't. Um, she must have misinformed you, but we unfortunately don't do reimbursement. But I can definitely cancel it for you. Okay. Yeah, just go ahead and cut off, cut us off, please. And then what are the last four of your Social, ma'am? 94309. For security purposes- I got told that we're gonna get our money back. That's, that's not right, but go ahead. For security purposes, I do need you to verify your address and your date of birth. Yeah, 420 Reading Road, Apartment 230. So I have a different address. Did you recently move? Yes. Do you remember the previous address? I put on there 420 Reading Road, and that's in Lexington, or it's, um, 1041 Castleton Lane. It's either that one or that one. My birthday's 11/18/92. I can give you my whole Social. I don't really care- ... but I know, but I know that I put 420 Reading Road. Yes, so that's the address that I have. Um, and then I have- Yeah. ... 606-767-9658. Is that correct? 606-767-9658, yes. Okay. So yeah, it looks like, um, you were auto-enrolled into the preventative plan that that staffing agency offers. So if you don't call to opt out within the last... the first 30 days of you receiving your first check, they automatically do enroll you into that plan. Um, due to that, that's why they don't do reimbursements. But I can definitely cancel it for you. Yeah, cancel it, and then I want you to talk to Harley Evans and cancel his too, please. Okay. Um, and I do have to let you know that cancellations do take seven to 10 days to process. So there is a possibility that you may experience one or two deductions still. No. No. No. So unfortunately that's how long the changes take to come into effect. Any changes or cancellations- How did you get my information then? I got told that we're gonna get our money back, and everything like that. We have Medicaid. We don't have to have y'all's insurance. I got told that we're gonna get our money back, and now you're telling me I can't, and now you're telling me I'm gonna get charged again probably for two more weeks. No. Correct. Yeah, so we're just the healthcare administrators for the staffing agencies. I'm not really sure why they told you about the refund, but we don't do refunds. They do... Um, not all agencies, but some of them do auto-enroll their members into a plan, and if you're part of those agencies, you do have to call 30 days before that deadline. If not, you do get auto-enrolled into those... that benefit. Yeah, no. I never got told anything about insurance or nothing. She said it's gonna take two weeks, Harley. Seven to 10 days. Yes. Yes. Help me. But that is, that's taken out of his check, Harley. Like, what the

heck? Okay. I just, I just need you to cancel mine, and I need you to talk to him and cancel his, please. Okay. We didn't get told about no 30 days. We didn't get told about any of this. And I'm getting told different information with you telling me and then her telling me. I want my stuff- Yeah. ... canceled, please. Okay. Yeah, I did cancel it. I just have to let you know just in case you do experience one, one or two deductions. Okay. Um. This is not right. Yeah. I, I went ahead and canceled. I don't That's not right. I'm done talking to you here. Hello, ma'am? Hello. Oh, give me one second. I'm almost done with her. Okay. All right. And then do you also work for Crown? Yes, ma'am. Okay, and then I just need the last four of your Social. Uh, 2308. And then your first and last name, please. Harley, and then my last name is Evans. Okay. Thank you, Harley. Um, for security purposes, could you verify your address and your date of birth also? Yeah. Date of birth is March the 7th, 1989. And address should be 420 Reading Road. And then the city and the state, please? Oh, Lexington in Kentucky. And then is it a house or an apartment? It's an apartment. What number? Oh, 230. And what was that date of birth? Uh, March the 7th, 1989. Thank you, sir. And then I have 502-418-3057 as your phone number. Yes. That, that's correct. Okay. And then I have your first name, 89evans@gmail.com. Is that up to date? Oh, yeah. That's right. Okay. All right. And then the same thing that I told her, unfortunately, it does take seven to 10 days for any cancellations to process. So due to that, you may experience one or two deductions still, but it shouldn't pass two. Hopefully it's only one. But I do have to let you know that there is a possibility that you may see one or two. Okay. Okay? But your coverage has been canceled as well. Well, thank you very much. I want a confirmation number. Uh, will we get a confirmation number? Yes, I can go ahead and put in a request for you to get a cancellation confirmation. All right. Thank you very much. And then that should, that should take... Uh-huh. That should take like, probably like, 24 hours for you to receive. Is that a good email to send it to? Yes, ma'am. And then did she want one also? Yes, ma'am. Okay. Yeah. I'll go ahead and put that request in for you to receive it. All right. Thank you very much. Have a good day. Thank you. Have a nice day.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hi. Yes, ma'am. Can you hear me okay?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay. My name's Carly Rabid, and I am calling... I'm, I'm sitting beside Harley Evans too. We work through Crown Staffing. And I got told by a woman that does our hours, and stuff, and everything, she said that we have insurance, and she gave me this number for us to cancel the insurance and so we could get our money back. So, I need to-

Speaker speaker\_0: Oh.

Speaker speaker\_1: ... cancel this insurance, and so does Harley Evans.

Speaker speaker\_0: So we don't do refunds, but I can cancel it. But we don't do reimbursements.

Speaker speaker\_1: I got told that we would.

Speaker speaker\_0: Yeah, unfortunately, we don't. Um, she must have misinformed you, but we unfortunately don't do reimbursement. But I can definitely cancel it for you.

Speaker speaker\_1: Okay. Yeah, just go ahead and cut off, cut us off, please.

Speaker speaker\_0: And then what are the last four of your Social, ma'am?

Speaker speaker\_1: 94309.

Speaker speaker\_0: For security purposes-

Speaker speaker\_1: I got told that we're gonna get our money back. That's, that's not right, but go ahead.

Speaker speaker\_0: For security purposes, I do need you to verify your address and your date of birth.

Speaker speaker\_1: Yeah, 420 Reading Road, Apartment 230.

Speaker speaker\_0: So I have a different address. Did you recently move?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Do you remember the previous address?

Speaker speaker\_1: I put on there 420 Reading Road, and that's in Lexington, or it's, um, 1041 Castleton Lane. It's either that one or that one. My birthday's 11/18/92. I can give you my whole Social. I don't really care- ... but I know, but I know that I put 420 Reading Road.

Speaker speaker\_0: Yes, so that's the address that I have. Um, and then I have-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... 606-767-9658. Is that correct?

Speaker speaker\_1: 606-767-9658, yes.

Speaker speaker\_0: Okay. So yeah, it looks like, um, you were auto-enrolled into the preventative plan that that staffing agency offers. So if you don't call to opt out within the last... the first 30 days of you receiving your first check, they automatically do enroll you into that plan. Um, due to that, that's why they don't do reimbursements. But I can definitely cancel it for you.

Speaker speaker\_1: Yeah, cancel it, and then I want you to talk to Harley Evans and cancel his too, please.

Speaker speaker\_0: Okay. Um, and I do have to let you know that cancellations do take seven to 10 days to process. So there is a possibility that you may experience one or two deductions still.

Speaker speaker\_1: No. No. No.

Speaker speaker\_0: So unfortunately that's how long the changes t- take to come into effect. Any changes or cancellations-

Speaker speaker\_1: How did you get my information then? I got told that we're gonna get our money back, and everything like that. We have Medicaid. We don't have to have y'all's insurance. I got told that we're gonna get our money back, and now you're telling me I can't, and now you're telling me I'm gonna get charged again probably for two more weeks. No.

Speaker speaker\_0: Correct. Yeah, so we're just the healthcare administrators for the staffing agencies. I'm not really sure why they told you about the refund, but we don't do refunds. They do... Um, not all agencies, but some of them do auto-enroll their members into a plan, and if you're part of those agencies, you do have to call 30 days before that deadline. If not, you do get auto-enrolled into those... that benefit.

Speaker speaker\_1: Yeah, no. I never got told anything about insurance or nothing. She said it's gonna take two weeks, Harley. Seven to 10 days. Yes. Yes.

Speaker speaker\_0: Help me.

Speaker speaker\_1: But that is, that's taken out of his check, Harley. Like, what the heck? Okay. I just, I just need you to cancel mine, and I need you to talk to him and cancel his, please.

Speaker speaker\_0: Okay.

Speaker speaker\_1: We didn't get told about no 30 days. We didn't get told about any of this. And I'm getting told different information with you telling me and then her telling me. I want my stuff-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: ... canceled, please.

Speaker speaker\_0: Okay. Yeah, I did cancel it. I just have to let you know just in case you do experience one, one or two deductions.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um.

Speaker speaker\_1: This is not right.

Speaker speaker\_0: Yeah. I, I went ahead and canceled.

Speaker speaker\_1: I don't

Speaker speaker\_2: That's not right.

Speaker speaker\_1: I'm done talking to you here. Hello, ma'am?

Speaker speaker\_0: Hello. Oh, give me one second. I'm almost done with her. Okay. All right. And then do you also work for Crown?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_0: Okay, and then I just need the last four of your Social.

Speaker speaker\_2: Uh, 2308.

Speaker speaker\_0: And then your first and last name, please.

Speaker speaker\_2: Harley, and then my last name is Evans.

Speaker speaker\_0: Okay. Thank you, Harley. Um, for security purposes, could you verify your address and your date of birth also?

Speaker speaker\_2: Yeah. Date of birth is March the 7th, 1989. And address should be 420 Reading Road.

Speaker speaker\_0: And then the city and the state, please?

Speaker speaker\_2: Oh, Lexington in Kentucky.

Speaker speaker\_0: And then is it a house or an apartment?

Speaker speaker\_2: It's an apartment.

Speaker speaker\_0: What number?

Speaker speaker\_2: Oh, 230.

Speaker speaker\_0: And what was that date of birth?

Speaker speaker\_2: Uh, March the 7th, 1989.

Speaker speaker\_0: Thank you, sir. And then I have 502-418-3057 as your phone number.

Speaker speaker\_2: Yes. That, that's correct.

Speaker speaker\_0: Okay. And then I have your first name, 89evans@gmail.com. Is that up to date?

Speaker speaker\_2: Oh, yeah. That's right.

Speaker speaker\_0: Okay. All right. And then the same thing that I told her, unfortunately, it does take seven to 10 days for any cancellations to process. So due to that, you may experience one or two deductions still, but it shouldn't pass two. Hopefully it's only one. But I do have to let you know that there is a possibility that you may see one or two.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Okay? But your coverage has been canceled as well.

Speaker speaker\_2: Well, thank you very much.

Speaker speaker\_1: I want a confirmation number.

Speaker speaker\_2: Uh, will we get a confirmation number?

Speaker speaker\_0: Yes, I can go ahead and put in a request for you to get a cancellation confirmation.

Speaker speaker\_2: All right. Thank you very much.

Speaker speaker\_0: And then that should, that should take... Uh-huh. That should take like, probably like, 24 hours for you to receive. Is that a good email to send it to?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_0: And then did she want one also?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_0: Okay. Yeah. I'll go ahead and put that request in for you to receive it.

Speaker speaker\_2: All right. Thank you very much. Have a good day.

Speaker speaker\_0: Thank you. Have a nice day.